USING YOUR SKY BOX

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DVB Digital Video Broadcasting DVB is a registered trademark of the DVB Project

Your Sky remote control

Sky
set your remote to control your Sky box

tv
set your remote to control your TV

box office
show Box Office programmes

tv guide
check out TV listings

mute
turn your TV's sound on and off

vol + and -
change your TV's volume

arrows
use when watching TV to see what's on other channels or to highlight onscreen options

text
switch to text mode

colours
use to select a variety of onscreen options

numbers
enter channel numbers or select menu options

standby
turn your Sky box (or TV) on and off

services
set up a range of features including parental controls, subtitles and favourite channels

interactive
press for interactive services

i
get more information on what you're watching or on a highlighted programme

ch + and -
change the channel

select
confirm a menu option

back up
jump back to previous page

help
show help on using Sky Guide

0 / speaker
press before entering a radio channel number

Your Sky box*

Top

arrows
use when watching TV to see what's on other channels or to highlight onscreen options

select
confirm a menu option

i
get more information on what you're watching or on a highlighted programme

standby
turn your Sky box on and off

back up
jump back to previous page

tv guide
check out TV listings

Front

standby light
red when Sky box is plugged in but not on (standby), green when Sky box is on

online light
green when online (when using the phone line)

message light
yellow when a message comes in

remote command light
red when receiving a command from the Sky remote control

interactive card slot
insert your interactive card here when using interactive services and only when an instruction to do so appears on the screen

Sky viewing card slot (behind flap)
insert your viewing card here

*** Your model's configuration may vary from the illustration shown. Sky is not responsible for the manufacture of your Sky box. For your manufacturer's details, see the back cover of this guide.**

WELCOME TO SKY

This is your guide to using your Sky box,
giving you the essentials as well as handy tips.

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See what's on page 14
Search programme listings and set reminders

Use your Planner page 20
Manage your reminders

Order Box Office programmes page 22

Have more control over kids' viewing page 24

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FOR YOUR SAFETY

Using equipment safely

Your Sky box has been manufactured to meet international safety standards, but you must take care if you want it to perform properly and safely. You must have your Sky digital satellite system installed by a qualified satellite-TV installer.
It is important that you read this booklet completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of your Sky box, please contact Sky or your dealer.

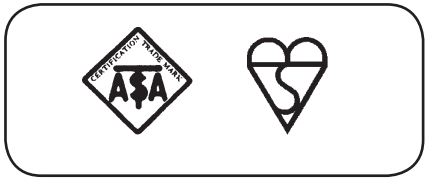
Warnings and cautions

- Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:
  - Never remove the top cover of your Sky box. There are no user-serviceable parts inside, but there are some high-voltage live parts.
  - Do not attempt to repair your Sky box. For repairs, please contact Sky Customer Service.
  - Never attempt to move or repair your satellite dish or low noise block.
  - If you move your set-top between locations at different temperatures, allow it to reach room temperature before you apply power to it.
  - Make sure that all electrical connections are properly made.
  - Do not connect any of your equipment (Sky box, TV, video recorder etc.) to the mains supply until you have properly connected all other leads.
  - Disconnect your Sky box from the mains supply before you disconnect any other equipment from its rear panel.
  - Never push anything into holes, slots or other openings in the casing of your Sky box (except your viewing card and interactive card into their respective slots).
- Your Sky box is intended for use in moderate climates. Do not use or store your Sky box in hot, cold, damp or dusty places.
- In order to ensure a free flow of air around your Sky box, allow at least 10 cm of space above and on all sides (especially between your Sky box and your TV). Do not cover any ventilation slots.
- Ensure the ventilation slots do not become impeded with items such as newspapers, tablecloths and curtains or similar items.
- Do not place your Sky box close to sources of heat such as a heater or direct sunlight. The maximum temperature should not exceed 40°C.
- Do not place your Sky box in an enclosed cabinet with more than one other piece of audio/video equipment e.g. VCR or DVD.
- Do not put anything on your Sky box which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top of the box.
- Never place naked flame sources, such as lighted candles, on top of your Sky box.

Electrical information

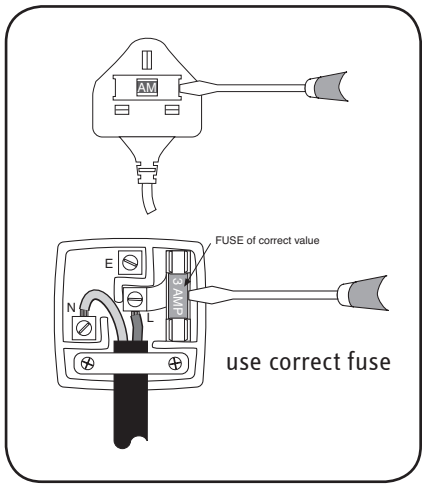
Mains plug and its fuse

The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, use an ASTA- or BSI-approved BS 1362 fuse, rated at 3A and marked with either of these symbols.



The non-rewireable plug has its fuse beneath a fuse cover on its face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing.

The fuse is inside the rewireable plug. Use a screwdriver to remove the plug's back cover, then lever out the fuse and replace it with a new one. Replace the plug's back cover.



If the supplied mains plug is not suitable for your mains socket-outlet, remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard which would exist if this were to be plugged into a mains socket. Do not attempt to repair or modify the mains lead or plug. Fit an appropriate mains plug on the lead. If this plug contains a fuse, it should be as described above. If you are using a non-fused plug, an external fuse must not exceed 5A.

Connecting to the mains supply

Your Sky box operates with 230 Volts AC, 50 Hz mains supply. Do not connect it to a DC power supply.
On some models, the supplied mains lead has a 2-way connector at one end and a mains plug at the other. Insert the 2-way connector into your Sky box before you insert the plug into the mains supply.
The only way to disconnect your Sky box from the mains is to take the plug out of the socket. Your Sky box must therefore be installed near the mains socket outlet, which should be easily accessible.

If you are in any doubt about anything relating to the mains supply, consult a competent electrician.

BACK TO BASICS

The Sky installer should have shown you the basics of how to use your Sky equipment. Here's a reminder of what you need to enjoy the channels and features on offer.

How your Sky box works

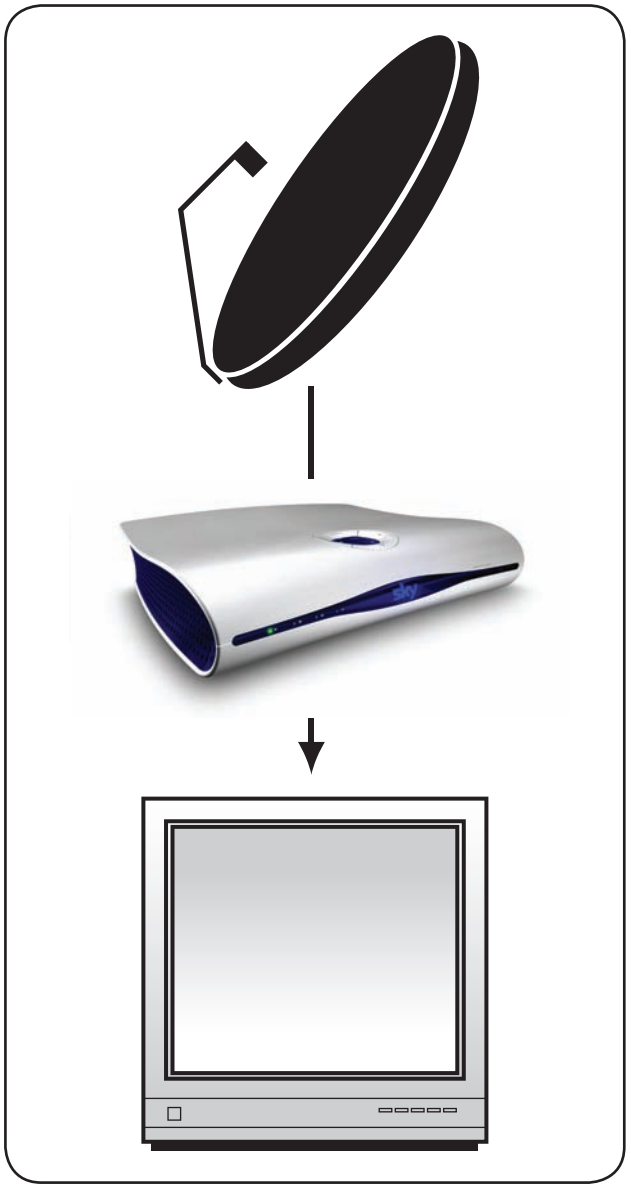
Digital TV gives you stunningly clear pictures and sound, and with Sky digital you have plenty of choice when it comes to what you watch.

Your Sky box gets digital information from the satellite through the minidish, it then decodes the information and sends it to your TV.

Keeping you up-to-date

As we make improvements and create new features, we update the software you see onscreen by sending it via the satellite. We'll let you know about these new features as soon as they're available.

Check channel 999 (Sky Customer Channel) and 998 (Sky Welcome Channel) for the latest on Sky features.



Your viewing card

Your viewing card needs to stay in your Sky box at all times so you can view all the channels you're entitled to.

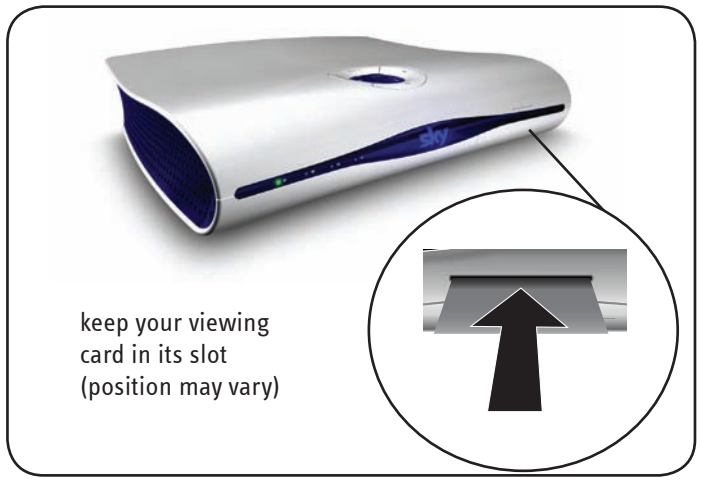
The viewing card slot is under the flap on the front of your Sky box.

The last four digits of the code shown on the back of the card is your default PIN number (see **About your PIN** on page 24).

There's no need to remove the viewing card unless you are checking your PIN number, or if it's faulty or has expired.

Please remember these cautions:

- Don't remove or re-insert the viewing card unnecessarily.
- Don't bend the viewing card.
- Keep the card away from heat and sunlight.
- Keep the card dry. Never clean it with fluids - use a soft dry cloth.
- Keep the card away from small children and pets.



keep your viewing card in its slot (position may vary)

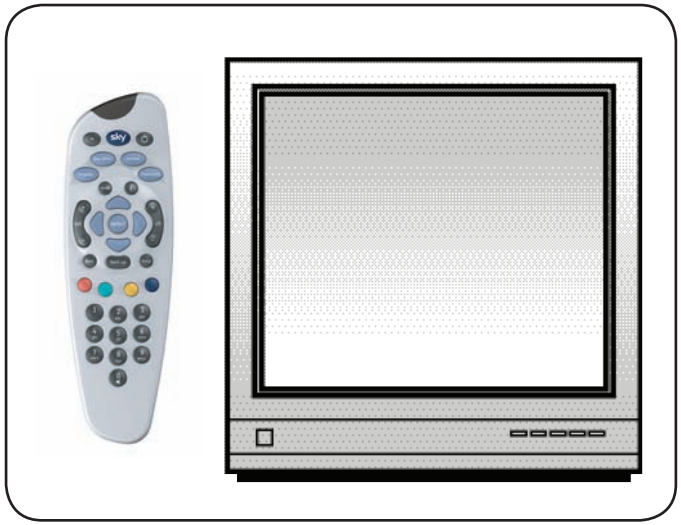
Your Sky remote control and your TV

Your Sky remote control can work with both your Sky box and your TV.

Press **tv** on the remote control to switch control from the Sky box to the TV. Press **Sky** to go back to controlling the Sky box.

The Sky installer should have already set up the remote control for you.

If you leave your remote control without batteries for longer than 10 minutes or if you have a new TV, you need to reset the remote control to work with your TV. See **Resetting your Sky remote control** (page 35) for details.



GETTING STARTED

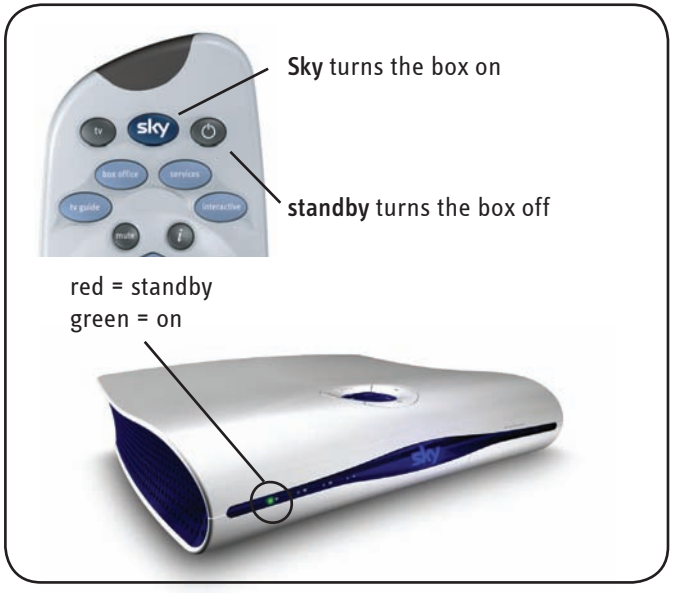
Turning your Sky box on and off

Press the **Sky** key on your Sky remote control to turn the box on, and wait for a few moments for it to start up.

To turn the Sky box off, press the **standby** key on your Sky remote control.

The standby light on the front panel is red when your Sky box is plugged into the mains but turned off. The light is green when your Sky box is on.

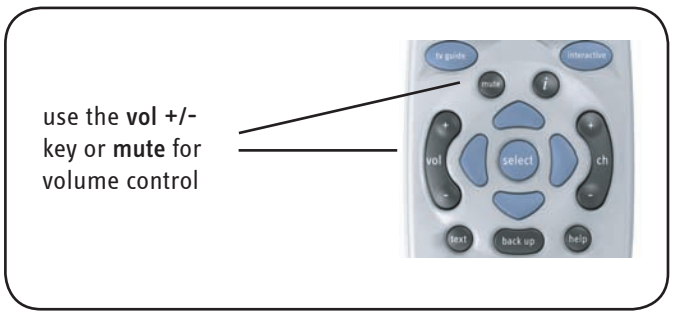
To save power and money, please put your Sky box into standby mode when you're not using it.



Changing the volume

Use the remote control's **vol +/-** key to change the volume of your TV.

You can turn the volume off altogether by pressing the **mute** key.



Changing channels

To go through the channels one at a time, press the **ch +/-** key on your remote control and wait for the channel to change.

To jump straight to a certain channel, use the number keys to enter the channel number. For example, enter the sequence **5-0-1** for Sky News. If you don't know the number, press **tv guide** on your remote control, select *All Channels* and look up the channel in the list.

The chapter **Seeing what's on** (page 14) shows how you can change channels from the full screen listings such as *TV Guide*.

When you change channels, the Search & Scan banner appears.

change channels
one at a time with **ch +/-**

or by channel number with the number keys

Using the Search & Scan banner

The Search & Scan banner helps you see what's on now and later, change channels and set reminders, all without interrupting what you're watching.

Press the up/down arrow or **select** to show the Search & Scan banner.

When you see the banner, press the up/down arrow to see what's on other channels.

Press the left/right arrow to see what's on earlier and later today on the channel shown.

- If you see a programme on now that you want to watch, press **select**.
- If you see a programme you want to watch and it is on later, press **select** to set a reminder. See the chapter **Setting reminders for programmes** (page 19).

Press **back up** to remove the banner.

TAKING CONTROL

You're in control with Sky Guide

You control what you watch on your Sky box by browsing the onscreen Sky Guide using your Sky remote control.

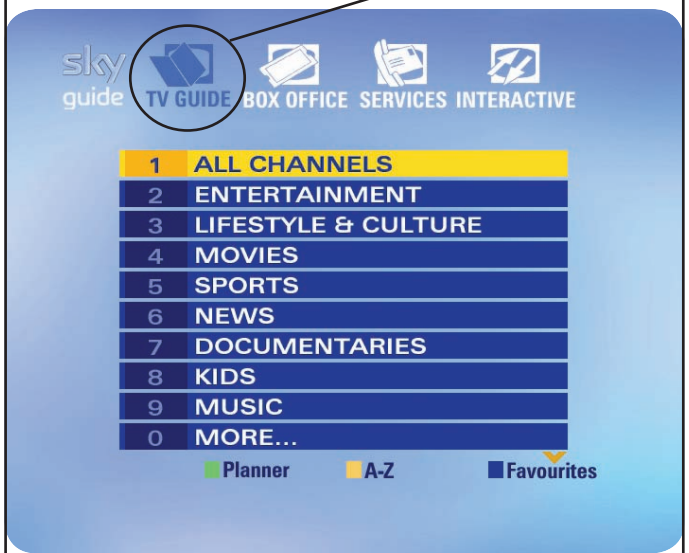
Sky Guide lets you:

- see what's on for the next 7 days
- set reminders for programmes
- set up and see your favourite channels
- order Box Office movies, sports and events
- use a range of interactive services
- set viewing restrictions and a spending limit
- change Sky box settings

To get into one of the four main Sky Guide screens, press its key on the remote control, for example **tv guide**.

To select an option you can press the appropriate number, for example, press **1** for *All Channels*. Otherwise, press the down arrow so the yellow highlight is on the option you want, then press **select**.

press the remote control key for the Sky Guide area you want



press the option number or use the arrows to move the highlight and press **select**

Using colour keys for more options

Colour options along the bottom of Sky Guide screens give you more choices. Simply press the corresponding colour on your remote control.

When you're watching a programme, the colour keys can do different things:

red Shows you the interactive screens for that programme, if available.

green Sets a reminder for a promoted programme, if available.

yellow Shows the *Message Alert* screen.

blue Shows what's on your preset favourite channels. See **Managing your favourite channels** (page 28) for details.

use colour keys for onscreen options

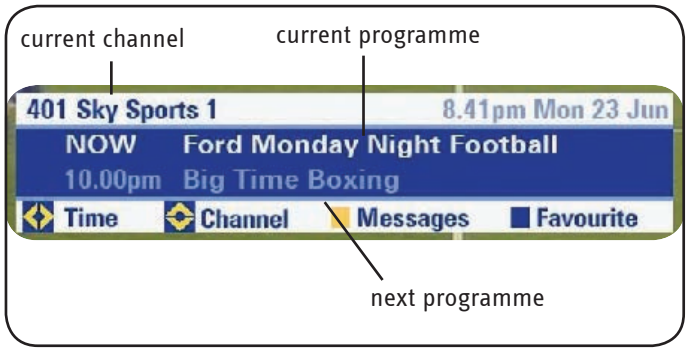
SEEING WHAT'S ON

Quick glance at what's on with Search & Scan

With Sky Guide, you don't have to change channels to see what else is on.

When you're watching a programme, press **select** or the up/down arrow on the remote control. The onscreen Search & Scan banner appears.

- To see what's on the same channel later today, use the left/right arrow.
- To see what's on a different channel, use the up/down arrow then left/right to check different times.



Complete overview of what's on with TV Guide

To see the entire list of programmes and channels, press **tv guide**.
The *TV Guide* menu appears, giving you a choice of categories.

Press the down arrow or **0** for *More* to see the next screen of categories.

Highlight the type of programme you're in the mood for and press **select**.

All Channels gives you the entire list of channels.

Finding a specific channel

TV Guide screens list channels by channel number.

- If you know the number of the channel, you can enter it using the number keys.
- Go down a page at a time by pressing the **green** key.
- To see programmes on later today, use the right arrow.
- Use the yellow (*+24 Hours*) and blue (*-24 Hours*) keys to see what's on up to seven days in advance.
- If you can't see the whole title of a programme, press the **information** key.
- When you see a programme you want to watch, highlight it and press **select**.
  If it's on now, Sky Guide tunes to the channel.
  If it's on later, Sky Guide sets a reminder.

Seeing what's on your favourite channels

Once you've marked channels as your favourites, you can choose to see listings just for those channels.

From the *TV Guide* menu, press the **blue** key (*Favourites*).

The *Favourite Channels* screen appears where you can check what's on as in other listing screens.

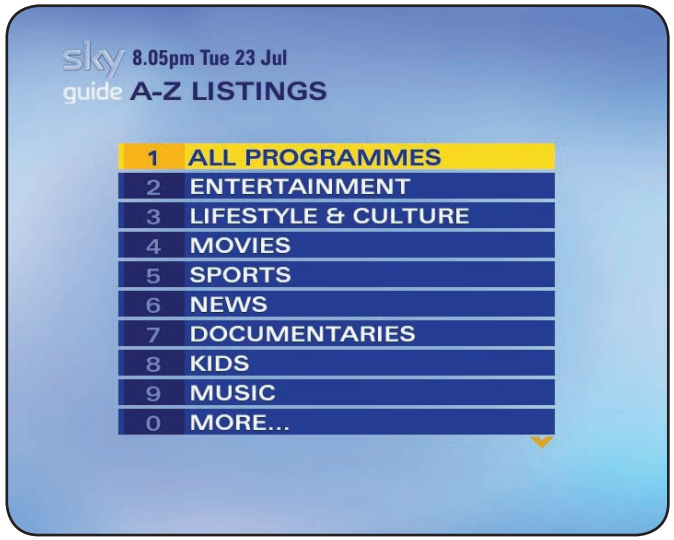
See **Managing your favourite channels** (page 28) to set up your favourites.

Finding a specific programme

If it's a certain programme you're looking for, press the **yellow** key (*A-Z*) from the *TV Guide* menu, then choose the type of programme you're in the mood for, for example, *Entertainment*.

A-Z screens list programmes in alphabetical order.

- To find the programme you want, jump to the first letter of the title by using the letters on the number keys. As you would write a text message on your mobile phone, press the key once for the first letter shown, twice for the second letter and so on.
- If you can't see the whole title or if you want to see more information on the programme, press the **information** key.
- When you see a programme you want to watch, highlight it and press **select**.
  If it's on now, Sky Guide tunes to the channel.
  If it's on later, Sky Guide sets a reminder. For details, see **Setting reminders for programmes** (page 19).

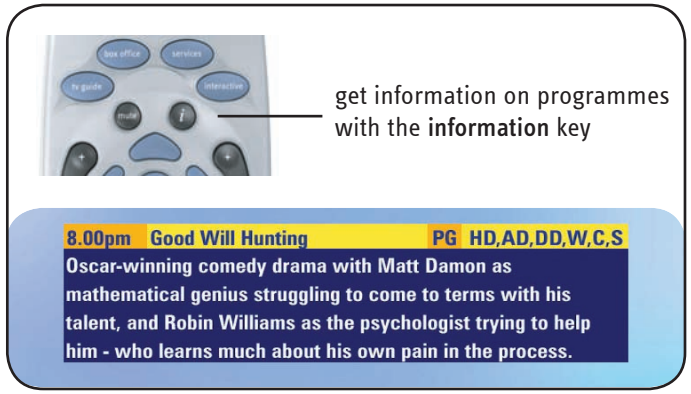


Finding out more about a programme

You can find out more about a programme with the **information** key on the remote control.

Press the **information** key when you're watching something, when the Search & Scan banner is onscreen, or when a programme is highlighted in the other listings such as *TV Guide*.

The information banner appears with everything you need to know about the programme.


get information on programmes with the **information** key
8.00pm Good Will Hunting PG HD,AD,DD,W,C,S
Oscar-winning comedy drama with Matt Damon as mathematical genius struggling to come to terms with his talent, and Robin Williams as the psychologist trying to help him - who learns much about his own pain in the process.

Press **back up** to remove the information banner.

Codes used in the information banner

Rating codes

U Universal, suitable for all audiences including young children.

PG Parental guidance is recommended. Some discretion may need to be applied as to the suitability of the film for younger or impressionable children.

12 Suitable for viewers aged 12 years or over. More mature themes or language make the film unsuitable viewing for young children.

15 Suitable for viewers aged 15 years or over. May contain stronger language.

18 Suitable only for adult viewers aged 18 or over.

See **Having more control over kids' viewing** (page 24) to see how to restrict rated programmes.

Letter codes

HD This is a **High Definition** programme which can be watched with a Sky HD box and relevant subscription.

C This programme is **copy-protected** and may not play back correctly if you try to record it.

DS/DD You can hear this programme in **surround sound** if your TV/home cinema system is compatible.

AD You can choose to play an **audio description** over this programme; a narrative soundtrack for the partially sighted. See **Watching TV with subtitles or an audio description** (page 29).

S You can turn **subtitles** on for this programme. See **Watching TV with subtitles or an audio description** (page 29).

W This programme is shown in **widescreen**.

Content codes

s Sex or nudity.

l Strong language.

v Violent scenes.

m Material which is intended for a mature audience.

Finding and listening to radio channels

You can switch to radio channels in the same way as TV channels:

1 Use the up/down arrow to browse through the channels shown in the Search & Scan banner.
Radio channels appear with a speaker symbol next to them.

2 Press **select** when you see the radio channel you want to listen to.

You can see the entire list of radio channels as follows:

1 Press **tv guide** and select *More* from the *TV Guide* menu or scroll down to the next page.

2 Select *Radio* to see the list of radio channels.

3 Highlight the radio channel you want to listen to and press **select**.

To switch to a radio channel by keying in the number, remember that radio channel numbers have four digits, usually beginning with 0.

SETTING REMINDERS FOR PROGRAMMES

If there's a programme on later you want to watch, Sky Guide can remind you when it's about to start.

If you see an advert for future programme(s) and you see the green *set reminder* option, press the **green** key before the end of the advert and follow the instructions onscreen.

To be reminded about a future programme shown in programme listings, simply highlight it and press **select**.

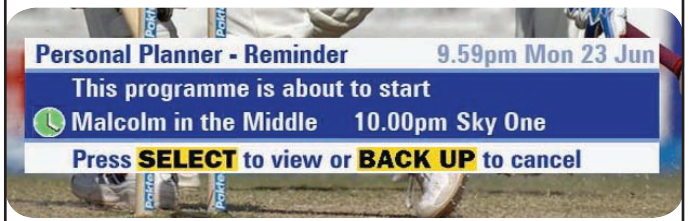
- In the Search & Scan banner, a reminder symbol appears next to the programme title.
- From full-screen listings such as *TV Guide*, your Personal Planner appears, showing your entire list of selected programmes.
  See **Using your Personal Planner** (page 20) for details.

One minute before the programme starts, the reminder message appears onscreen.

- Press **select** to tune to the programme.
- Press **back up** to carry on with what you were watching.

If broadcasters change their schedule by less than 6 hours, your reminders are automatically updated.

the reminder symbol appears next to the programme in the Search & Scan and your Planner


Personal Planner - Reminder
9.59pm Mon 23 Jun
This programme is about to start
Malcolm in the Middle
10.00pm Sky One
Press SELECT to view or BACK UP to cancel

the reminder message shows 1 minute before the start

When reminders clash

If you try to set a reminder for a programme and it clashes with a previous one, Sky Guide asks you what you want to do.

- Press **select** to be reminded about both programmes.
- Press **back up** to cancel the latest selection.

USING YOUR PERSONAL PLANNER

When you set a reminder for a programme, it's stored in your Personal Planner.

To get to your Planner, go to the *TV Guide* menu and press the **green** key (*Planner*).

Use the colour keys to manage programmes listed in your Personal Planner.

red — *AutoView* makes your Sky box tune straight to the programme. The AutoView symbol appears next to the programme. See **Changing channels automatically with AutoView** (page 21) for details.

green — *Series Link* sets a reminder for every episode of a series. The Series Link symbol appears next to the linked programme. See **Linking series** (page 21) for details.

yellow — *Delete* takes the programme out of your Personal Planner.

sky guide
2.05pm Sun 21 Jul
PERSONAL PLANNER
Single Girls 9.00pm Sky One
Las Vegas Uncovered 10.00pm Sky One
Mona the Vampire Mon 3.00pm Nickelodeon
EastEnders Mon 8.00pm BBC 1 London
The Day After Tomo.. 12 Tue 7.00pm Sky Box Office
The Gene Hunters Tue 10.00pm National Geo
Frasier Wed 10.00pm Paramount
Select MTV Thu 4.00pm MTV
The Royle Family Thu 9.00pm UKTV Gold
AutoView
Series Link
Delete
Press BACK UP to return

Linking series

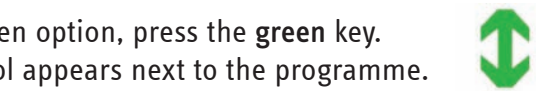
Programmes that are part of a series and shown by the same broadcaster can be linked so you can automatically get reminders for the entire series.

Set a series link as follows:

1 Go to the *TV Guide* menu and press the **green** key (*Planner*).

2 Highlight a programme you've set a reminder for. If it's part of a series, the green option (*Series Link)* appears.

3 If you can see the green option, press the **green** key.
The Series Link symbol appears next to the programme.



If you choose to watch something else instead of a linked programme, the link is broken and future episodes are not added to your Planner.

sky guide 2.05pm Sun 21 Jul
PERSONAL PLANNER
Single Girls 9.00pm Sky One
Las Vegas Uncovered 10.00pm Sky One
Mona the Vampire Mon 3.00pm Nickelodeon
EastEnders Mon 8.00pm BBC 1 London
The Day After Tomo.. 12 Tue 7.00pm Sky Box Office
The Gene Hunters Tue 10.00pm National Geo
Frasier Wed 10.00pm Paramount
Select MTV Thu 4.00pm MTV
The Royle Family Thu 9.00pm UKTV Gold
AutoView
Series Link
Delete
Press BACK UP to return
press green to set the series link
press red to set AutoView

Changing channels automatically with AutoView

If there's something on later that you're sure you'll want to watch, you can choose to tune straight to it with AutoView.

To turn AutoView on, highlight the programme in your Personal Planner, then press the **red** key (*AutoView*).
The AutoView symbol appears next to the programme.

A reminder message appears one minute before the programme is due to start. Your Sky box tunes to the programme at its start time unless you stop it by pressing **back up**.

AutoView might not work with some programmes, such as Box Office programmes.

ENJOYING BOX OFFICE ENTERTAINMENT

With Box Office, you can watch movies, sports and other events by ordering them with your remote control.

To order Box Office programmes with your remote control, your Sky box has to be connected to a phone line.

Order Box Office programmes as follows:

1 Press **box office** on your remote control to see the *Box Office* menu.

2 Select the listing that suits you, for example, *Movies By Start Time* to see the next films showing.

3 In the listing, highlight the programme you want to order and press **select**.

4 Follow the instructions onscreen; you may be asked to select a start time and/or enter your PIN.
If the programme's on now, your Sky box tunes to it.
If it's on later, the programme is put in your Planner and you get a reminder message 1 minute before the start time.

To watch a Box Office programme shown before its normal watershed time, you need to enter your PIN. The times are shown here.
For details on using your PIN and parental control settings, see **Having more control over kids' viewing** (page 24).

programme rating	when PIN is needed
18	before 10pm
15	before 8pm
12	before 8pm

Paying for Box Office programmes

Charges for Box Office programmes booked via your remote control appear on your account at the next available payment date. You're only charged for a Box Office programme if you watch any part of it.

Ordering over the phone

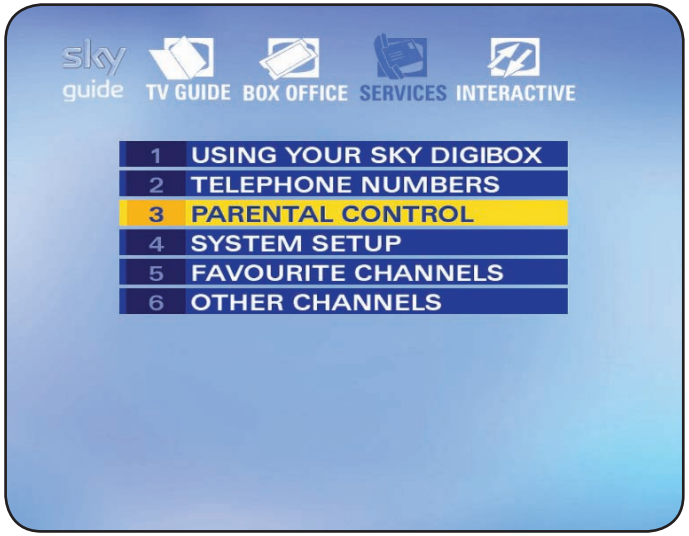
If you can't order with your remote control for any reason, you'll see a message onscreen. You can then order programmes over the phone by calling the number shown.

Phone orders are subject to a telephone administration charge.

HAVING MORE CONTROL OVER KIDS' VIEWING

Because of the range of channels on offer, there may be a few you'd rather the kids didn't watch. With a PIN and the right settings, you can avoid many unsuitable programmes being shown without your permission.

To take more control over who watches what in your household, start by pressing **services** on your remote control then select *Parental Control* from the *Services* menu.



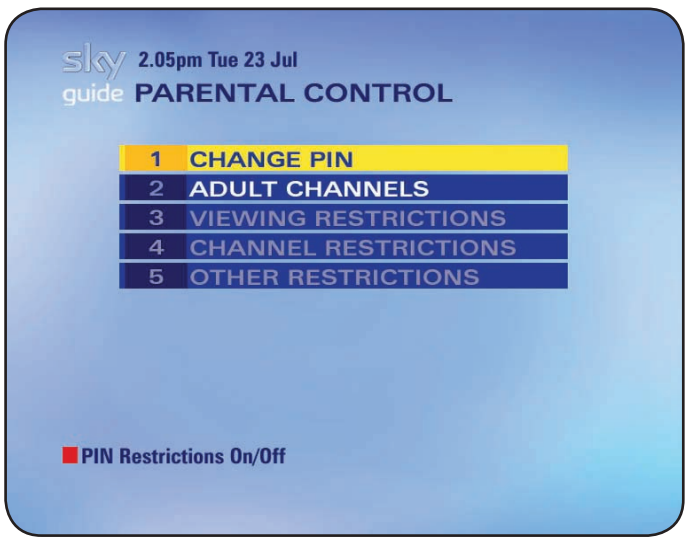
Changing your PIN

When you first get your Sky box, your PIN is the last four digits of the number on the back of your viewing card. You need this number to get into the *Parental Control* screens.

Change your PIN to a personal, secret number that you'll remember easily.

From the *Parental Control* screen, select *Change PIN* and key in a new four-digit number. You'll have to key the number in twice.

You can change your PIN from this screen whenever you want.



About your PIN

Keep your PIN secret to make it effective.

Once it's set, you can have Sky Guide ask for the PIN before showing certain programmes.

If you forget your PIN, call your broadcaster.

Hiding adult channels

You can hide all channels classed as 'adult' from all channel listings, as follows:

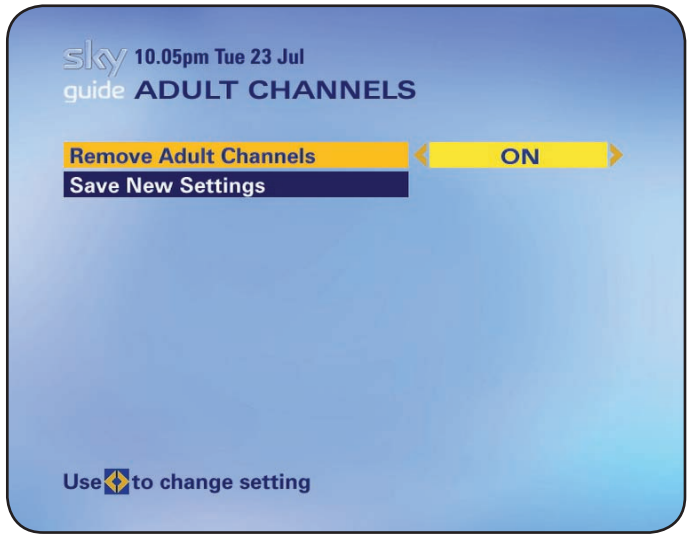
1 Select *Adult Channels* from the *Parental Control* menu.

2 Highlight *Remove Adult Channels* and use the left/right arrows to choose *On*.

3 Select *Save New Settings* when you're done.

Adult programmes are removed from all listings apart from your Personal Planner.

If you want to be able to see the adult channels again, just choose *Off* in the *Adult Channels* screen.



Restricting rated programmes

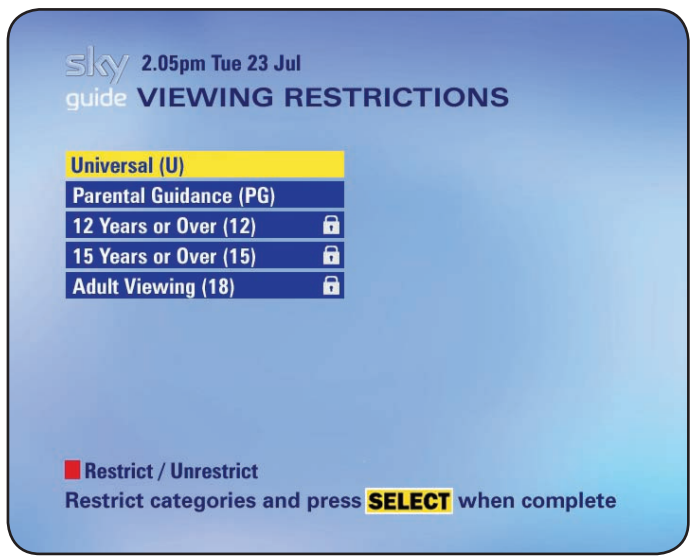
Some programmes have an age rating as a guide to how suitable they are for children. You can lock all such rated programmes, so anyone who wants to watch them has to enter the PIN.

1 Select *Viewing Restrictions* from the *Parental Control* menu, highlight the appropriate rating and press the **red** key (*Restrict*) on your remote control. A padlock symbol appears next to the category you choose, as well as all the lower categories.

2 Press **select** when you're done.

If you want to unlock rated programmes, just highlight the category in the *Viewing Restrictions* screen and press the **red** key again (*Unrestrict*).

Viewing restrictions can be applied only to programmes where the broadcaster provides category restriction information.



Restricting specific channels

If there are just one or a few specific channels you'd prefer members of the family not to watch, you can lock them one-by-one, as follows:

1 Select *Channel Restrictions* from the *Parental Control* menu.
This screen lists all the channels by channel number.

2 To find the channel, key in the channel number if you know it, or use the **red** and **green** keys to go one page up or down.

3 Highlight the channel you want, then press the **yellow** key (*Lock*) to lock it at any time of day, or the **blue** key to lock it after 8pm only.

A padlock or an 8PM symbol appears next to the channel, depending on what level of control you choose.

Controlling how much is spent on services

You can help prevent programmes being bought without your permission from Box Office, or interactive services being used that demand a call charge, as follows:

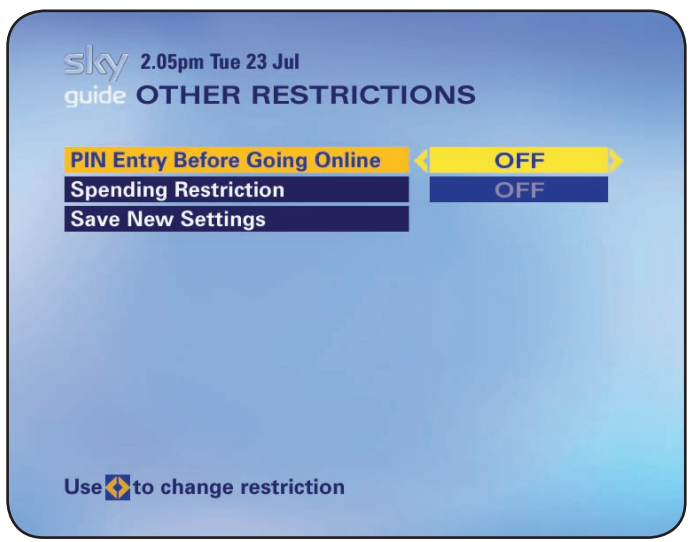
1 Select *Other Restrictions* from the *Parental Control* menu.

2 Highlight *PIN Entry Before Going Online* and use the left/right arrow to choose *On*.
Now anyone who wants to use the phone line within an interactive service subject to a call charge has to enter the PIN first.

3 Highlight *Spending Restriction*, select *On* then set a limit to the cost before the PIN is needed. If you set the limit at £0.00, you'll have to enter the PIN every time you want to order a Box Office programme.

4 Select *Save New Settings* when you're done.

To turn these settings off, just select *Off* from the *Other Restrictions* screen.



Turning off all PIN-controlled restrictions

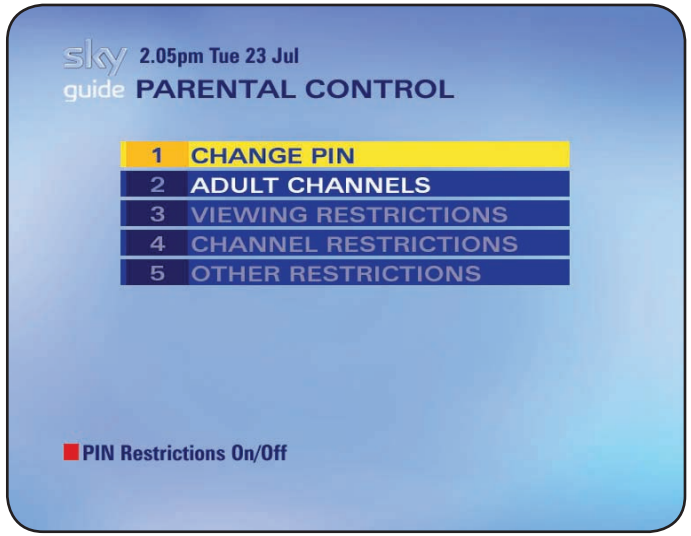
There is a quick way of turning all your PIN restrictions off and on without having to go into each screen.

Go to the *Parental Control* main menu and press the **red** key (*PIN Restrictions On/Off*). The options *Viewing Restrictions*, *Channel Restrictions* and *Other Restrictions* are dimmed out, meaning the PIN restrictions you specified under those options are now turned off.

Press the red key again to turn the specified PIN restrictions on again.

Even if you turn your settings off in this way, you'll still need to enter your PIN to watch programmes out of their normal watershed time. The times are shown here.

programme rating	when PIN is needed
18	before 10pm
15	before 8pm
12	before 8pm



MANAGING YOUR FAVOURITE CHANNELS

Once you get to know what channels you watch most often, you can set them up as your favourites so you can find them more easily.

Storing favourite channels

1 Press **services** and select *Favourite Channels*.
The *Favourite Channels* screen appears, showing the list of available channels.

2 Highlight a channel you want as one of your favourites and press the **yellow** key (*Favourite*).
A tick appears next to the channel.

3 Choose up to 50 channels and press **select** when you're done.

Switching to a favourite channel

Your stored favourites are marked with a tick in the Search & Scan banner and other onscreen listings.

Change channels to one of your favourites, as follows:

1 When you're watching a programme, press the **blue** key.
The Search & Scan banner appears showing the first of your favourites.

2 Keep pressing the blue key to go through the list.

3 Press **select** when you see the channel you want.
Sky Guide tunes to the channel.

Seeing what's on your favourite channels

To check full listings for your favourite channels, go to the *TV Guide* menu and press the **blue** key (*Favourites*).

Press **yellow** again to remove the channel as one of your favourites.

your favourite channels are marked with a tick

WATCHING TV WITH SUBTITLES OR AN AUDIO DESCRIPTION

You can show subtitles or play an audio description for the current channel, as follows:

1 Press **Help** on your Sky remote control when you're watching TV.

2 If the *Subtitles* or *Audio Description* option is available, use the left/right arrow to choose *On* then press **select**.
The settings last until you change channels.

To have subtitles or an audio description on all the time where available, follow these steps:

1 Press **services**, select *System Setup* and then *Language & Subtitles*.

2 Highlight *Subtitles* or *Audio Description* and use the left/right arrow to choose *On*.

3 When you're done, highlight *Save New Settings* and press **select**.

Finding programmes with subtitles/audio description

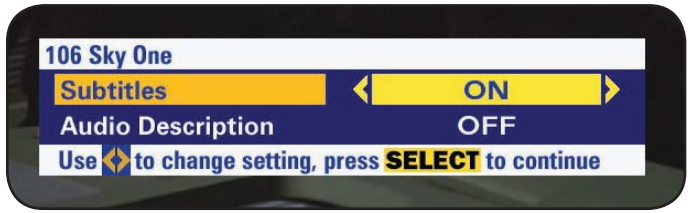
Sky Guide can bring your attention to programmes that have subtitles or an audio description. To set this up, follow these steps:

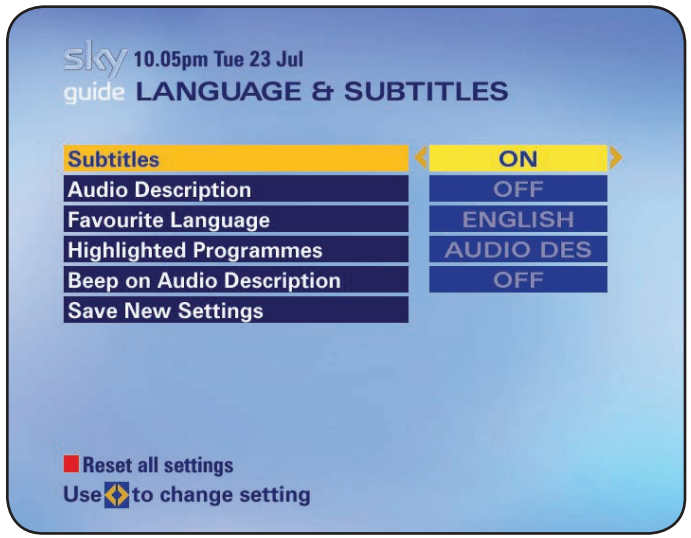
1 Press **services**, select *System Setup* then *Languages & Subtitles*.

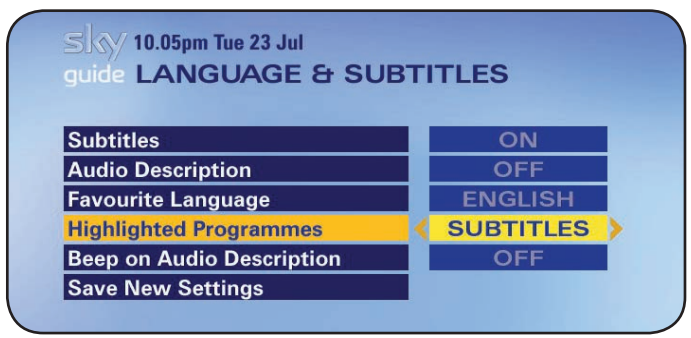
2 Highlight *Highlighted Programmes* and use the left/right arrow to select *Audio Description* or *Subtitles*. This means programmes that have subtitles or an audio description are shown clearly with a white highlight in the TV Guide and Box Office.

3 Highlight *Beep on Audio Description* and use the arrows to select *On*. This means when you tune to a programme with an audio description, you hear a distinctive beep.

4 Select *Save New Settings* when you're done.







GOING INTERACTIVE

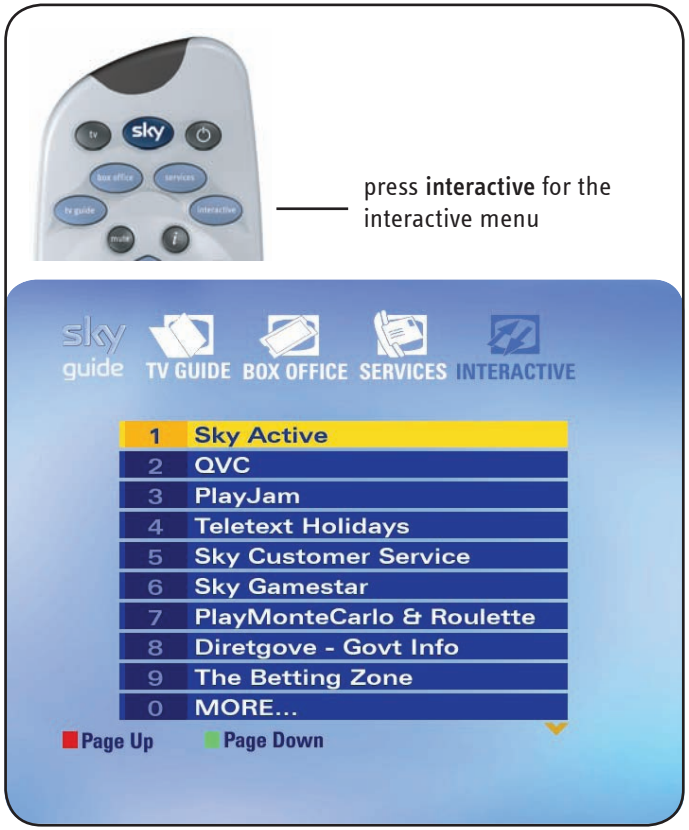
The interactive screens are for your entertainment and information.

Press the **interactive** key on your remote control to access services including Sky Customer Service, shopping, email and games.

When you're watching TV, watch out for a colour symbol onscreen telling you there's an interactive service available. Press the colour key when you see the symbol.

Some interactive services may need a phone line connection (call charges may apply) and/or a Sky digital subscription.

There is no charge for using the interactive *Sky Customer Service* screens but from there you can get to other interactive services which may be subject to charges. You'll be informed about these charges before connecting.



Interactive cards

Your Sky box has an interactive card slot, which you need for some interactive services. Only insert an interactive card when a message onscreen tells you to do so.

Playing games

Go to *Interactive* for online and offline games. The games you can play depend on your subscription and call charges may apply. You can play games with your remote control or gamepad (available for purchase). See the help options within the interactive screens for details.

Setting up message alert

Some interactive services may let you send email or text messages. You can ask Sky Guide to let you know you when a message comes in, as follows:

1 Register with a service provider and specify that you want to receive message notification through Sky.

2 Press **services** and select *System Setup* then *Picture Settings*.

3 Highlight *Message Alert* and use the arrows to choose *On*.

4 Select *Save New Settings* when you're done.

Now when someone sends you a message, the message light on your Sky box shows yellow and you'll see an envelope symbol in the Search & Scan banner.

On some channels, a small onscreen envelope appears briefly over what you're watching.

To see the new message, press the **yellow** key (*Messages*).

set up Message Alert to see the message symbol

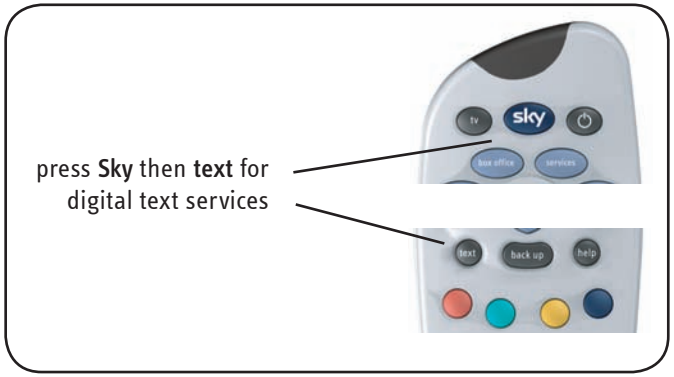
MORE OPTIONS

Using digital text

To use digital text services, press **text** on your remote control while you're watching a channel.

If the channel you're watching doesn't have digital text, you see a message telling you how to use teletext instead.

From the digital text service, press **Sky** at any point to go back to what you were watching.



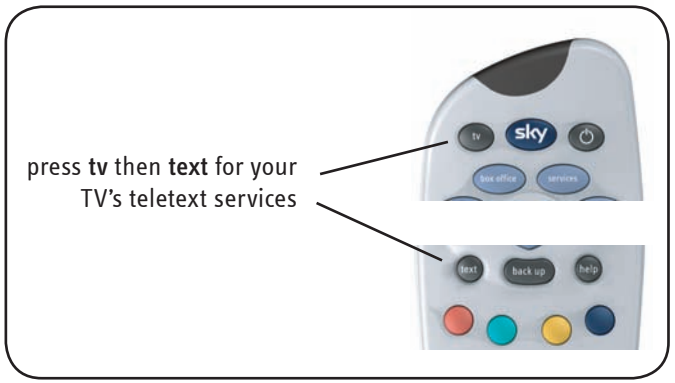
Using teletext

To use your TV's teletext services, press **tv** on your remote control then **text** while you're watching a channel.

Use these keys on the remote control to control teletext;

Key	Function
text	Enters text mode (also exits text on some TVs)
back up	Leaves text mode
0-9	Text page number entry
i (information)	Text reveal
select	Text hold
colours	Fastext function

From the teletext service, press **back up** then **Sky** at any point to go back to what you were watching.



Remember that not all TVs have the teletext function.

Adding non-Sky digital channels

Some channels can be received by your Sky box but don't appear in Sky Guide listings.

You can add new channels as follows:

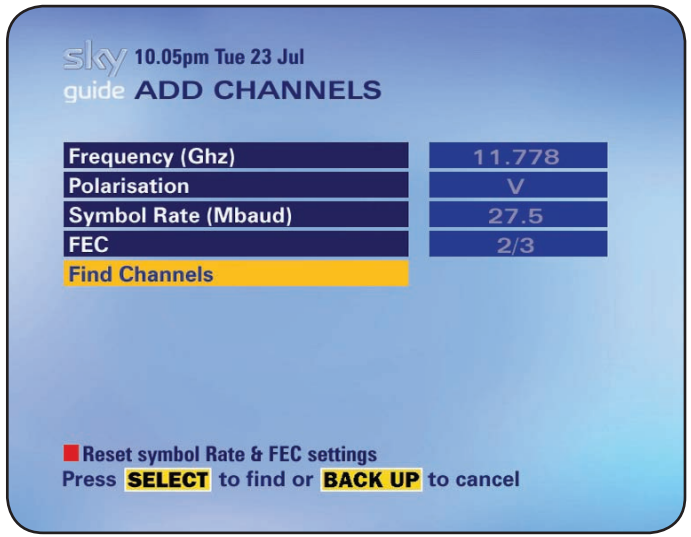
1 Press **services** and select *Add Channels*.

2 In the *Add Channels* screen, make the appropriate settings and select *Find Channels*.

3 After a moment the *New Channels* screen appears, showing both listed and unlisted channels received by the Sky box.

4 For each new channel you want to store, highlight the channel and press the **yellow** key (*Store Channel*).
A tick appears next to the channel name.

5 When you're done, press **select**.



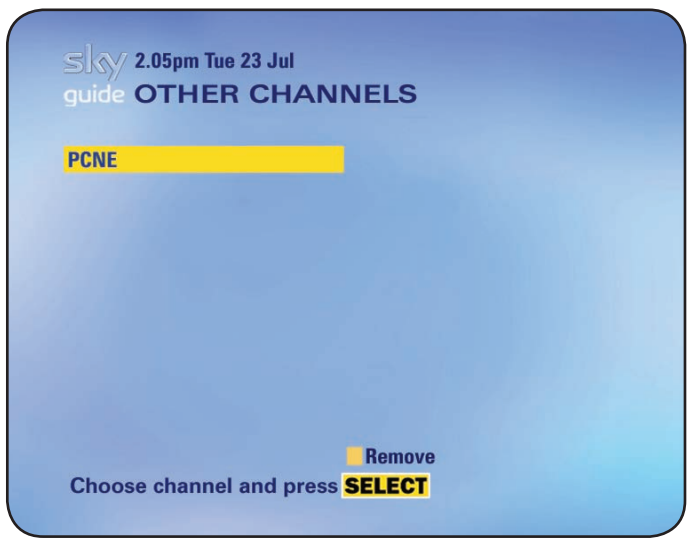
Watching non-Sky digital channels

1 Press **services** and select *Other Channels*.

2 Highlight the channel you want to watch and press **select**.

You might not be able to see schedule information for these channels.

Your Sky box is designed to receive digital television signals transmitted at 28.2 or 28.5 degrees East, either unencrypted or encrypted using BSkyB's encryption system. It may be possible to receive other digital satellite signals but it's not guaranteed.



Recording programmes onto video/DVD

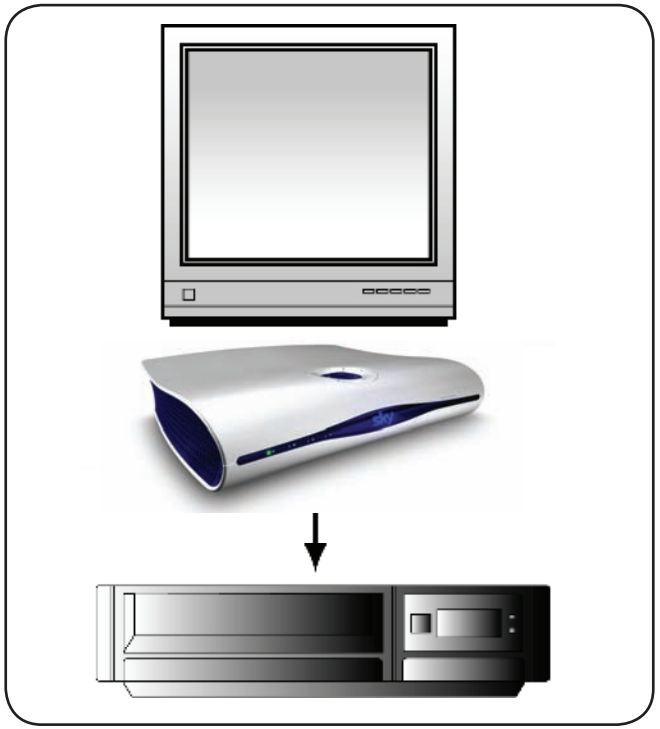
You can record satellite programmes from your Sky box to your video or DVD recorder.

To record a satellite programme, make sure:

- you have read the user guide that came with your video/DVD recorder for details.
- your video recorder is set up properly (see the chapter **Your Sky box** (page 38) for the connections).
- your Sky box is on and tuned to the channel you want to record.
- your video/DVD recorder's timer is set.

The AutoView feature is handy for recording programmes because it automatically tunes your Sky box to a programme when it starts. For details, see **Changing channels automatically with AutoView** (page 21). Some video/DVD recorders start recording an AutoView programme automatically if they're connected to your Sky box with a SCART cable. Your video/DVD recorder's user guide should be able to tell you if you can do this on yours.

Some programmes are copy-protected and may not play back correctly if you record them. Copy-protected programmes are marked with a *C* in the programme information banner.



REMOTE CONTROL SETUP

Resetting your Sky remote control

If you leave empty batteries in your remote control for too long, you may need to reset it to work with your TV.

If this has happened, or for any other reason the remote control doesn't work with your TV, follow these steps carefully:

1 Look up your TV's brand in the list on the right.

2 Turn your TV and Sky box on and press **tv** on your Sky remote control.

3 Hold down **select** and the **red** key together until the red light on your Sky remote control blinks twice (this is after about two seconds).

4 Press **tv** again.

5 Key in your TV's code.
The light on your Sky remote control blinks twice.

6 Press **standby** on your Sky remote control.
If your TV switches off, press **select**. The light on your Sky remote control should blink twice.
If your TV does not switch off, press **tv**, then press **standby**.
Repeat the sequence of pressing **tv** then **standby** until the TV switches off, then press **select**.
If the light blinks three times, your remote control has checked all the possible settings for the code you used. Check you have the right code and start again at step 1.

7 Turn your TV back on and press **tv guide**. The *TV Guide* menu appears, meaning the remote control settings are made properly.

Aiwa	0406	Memorex	0037
Akai	0098	Metz	0491
Akura	0042	Minoka	0921
Alba	0043	Mitsubishi	0150
Amstrad	0063	NEI	0514
Baird	0117	Nikkai	0528
Bang & Olufsen	0118	Nokia	0536
BPL	0115	Nordmende	0537
Beko	0125	Orion	0549
Beon	0899	Panasonic	0051
Brionvega	0147	Philips	0081
Bush	0157	Pioneer	0166
Crown	0225	Protech	0595
Daewoo	0092	Pye	0600
Decca	0244	Roadstar	0625
Dual	0257	Saba	0645
Ferguson	0293	Saisho	0649
Fidelity	0294	Salora	0651
Finlandia	0296	Samsung	0060
Finlux	0297	Sanyo	0159
Fisher	0154	Schneider	0665
Funai	0179	Seleco	0672
Genexxa	0330	Sharp	0093
Goldstar	0056	Siemens	0680
Goodmans	0335	Sony	0000
Granada	0340	Soundwave	0702
Grundig	0345	Tandy	0741
Harwood	0361	Tatung	0049
Hinari	0365	Technics	0250
Hitachi	0145	Telefunken	0757
ITT	0384	Thomson	0771
JVC	0053	Thorn	0772
Loewe	0442	Thorn-Ferguson	0936
Matsui	0477	Toshiba	0156

If the setup didn't work

If you followed the steps carefully but can't see the *TV Guide* menu at the end of it, follow these simple steps:

1 Check and make a note of which TV channel you use for watching Sky digital TV.

2 Press **tv** on your remote control.

3 Hold down **select** and the **green** key together until the red light on your remote control blinks twice (this is after about 2 seconds).

4 Key in the number your TV uses for watching Sky digital TV and press **select**.
The red light blinks, meaning the remote control settings are made properly.

If you have tried all the setup options and still can't use your remote control with your TV, call Sky Customer Service.

Alternative setup

If your TV's brand isn't listed on page 35, you can try an alternative setup. This involves programming your remote control to the TV's specific model code instead of the brand code, as follows:

1 Firstly, you need to check the code for your TV model:
Go to *Interactive* > *Sky Customer Service* > *Technical Assistance* > *For all Sky remote controls*.
Follow the relevant options until you get to the code for your model number then make a note of the code.

2 Point the remote control away from the TV and Sky box and press the **tv** key.

3 Press and hold the **select** and **red** keys together until the red light blinks twice.

4 Enter the code. If it's a 3-digit number, press **select** after the code.

5 Press **Sky** to complete the setup.

6 Now check the settings; point the remote control at the Sky box and press **tv** then number **3**. You should now be able to see a terrestrial TV channel.

Replacing the batteries

Your remote control runs on AA batteries (MN1500, LR6 or UM-3).

When it's time to replace them, Sky Guide gives you a warning message and a low battery symbol appears in the banner.

Take empty batteries out straight away and replace both batteries at the same time.

Please don't put old batteries in the everyday household rubbish. They should be taken to a special environmentally-friendly collection point.

Replace the batteries as follows:

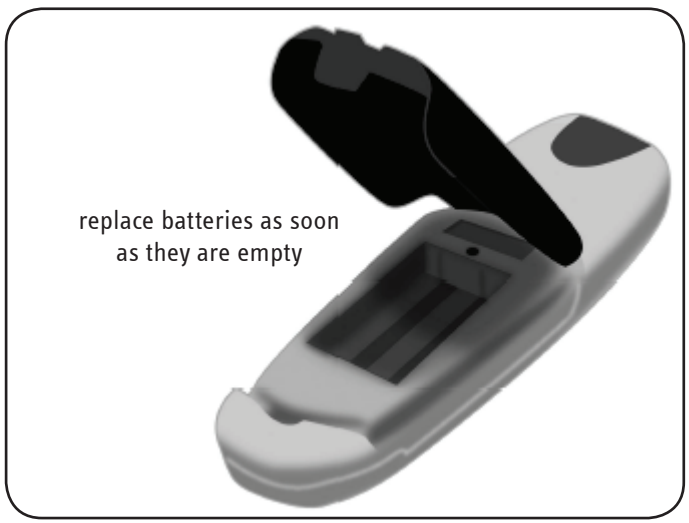
1 Remove the battery cover by pushing up the catch and sliding the cover away.

2 Carefully remove the old batteries.

3 Put the new batteries in, matching the marks + and -.

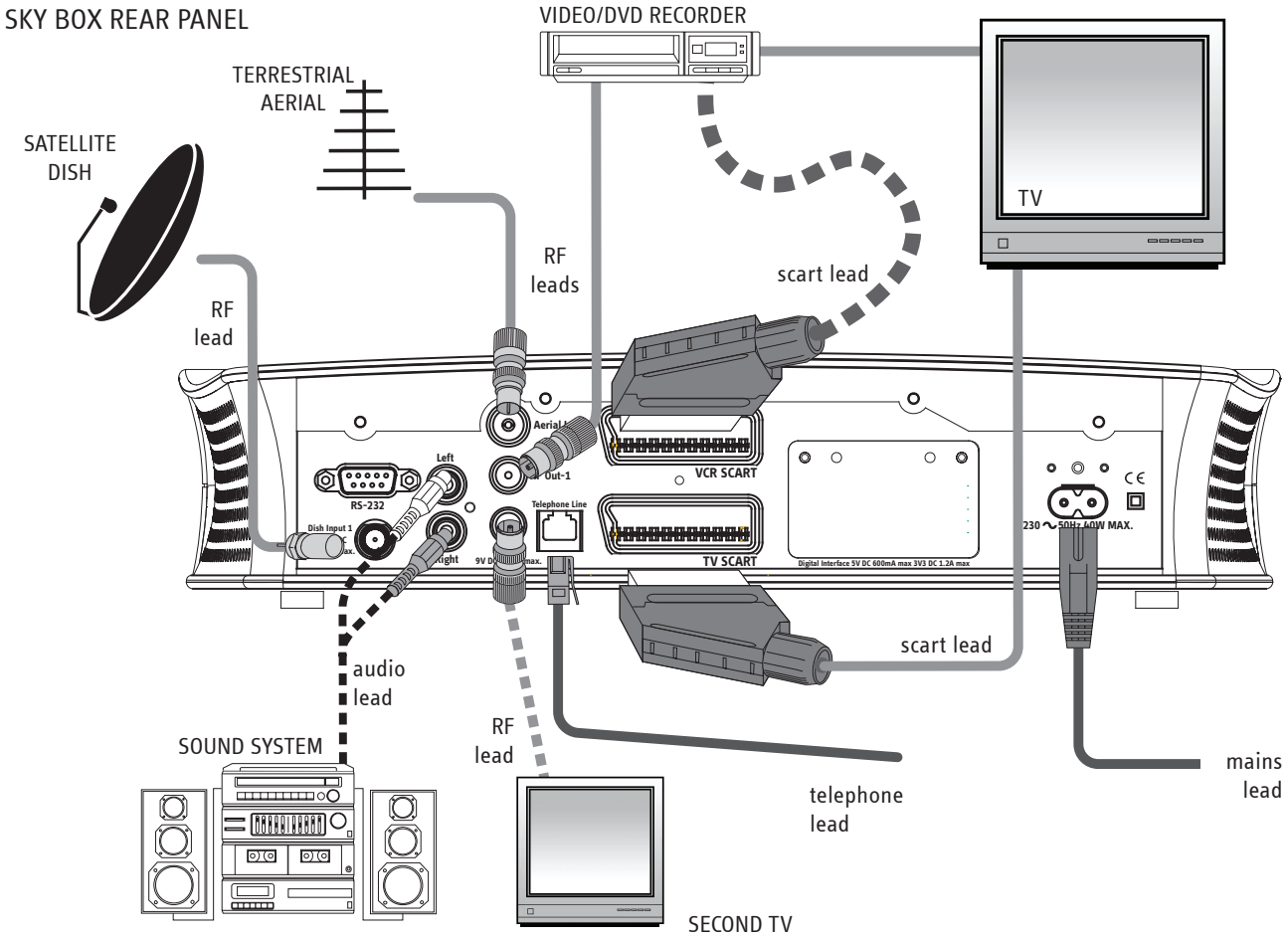
4 Put the cover back on, sliding the top part in and making sure the catch clicks into place.

5 If you left your remote control without charged batteries for longer than 10 minutes, reset your remote control to work with your TV.
See **Resetting your Sky remote control** (page 35) for details.



YOUR SKY BOX

When your Sky box was installed, all the connections were made between your Sky box, TV, video and minidish.
Follow this diagram for an overview of the standard setup, and if you need to connect other devices such as a second TV or a sound system. **The connections on your Sky box may vary from the picture shown here.**



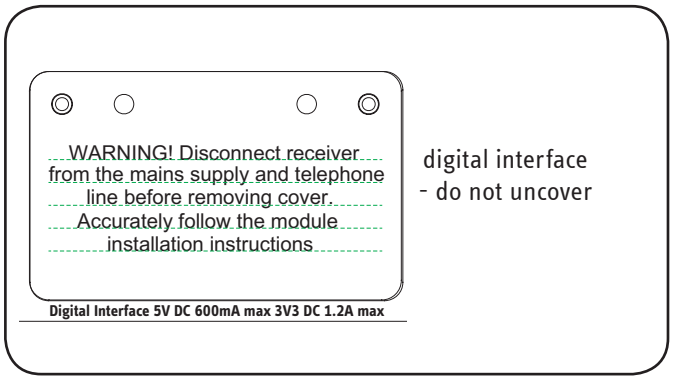
WARNING!
You must disconnect your Sky box from the mains supply before you connect your Sky box to (or disconnect it from) any other equipment. Terminals marked with the hazard symbol are hazardous live and the external wiring connected to these terminals requires installation by an instructed person or the use of ready-made leads or cords.
With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your Sky box and your other equipment are safe, extra-low voltage circuits. However, you should always disconnect the box from the mains before connecting other devices.

Connecting to the telephone line

The telephone lead is intended for connection to standard analogue UK telephone lines. This lead and your Sky box have been specifically designed for this purpose. Do not attempt to connect the telephone lead to anything other than a standard UK telephone line.

Digital interface

On the rear panel of your Sky box there is a plate which covers a general-purpose interface. This is for future plug-in modules, which will have their own installation instructions. Only plug-in modules that are authorised by Sky must be used. You must disconnect your Sky box from the mains before removing the plate or plugging in a module. Do not remove the plate without further instruction from Sky.


WARNING! Disconnect receiver from the mains supply and telephone line before removing cover.
Accurately follow the module installation instructions
Digital Interface 5V DC 600mA max 3V3 DC 1.2A max
digital interface - do not uncover

Environmental information

Packaging - When disposing of this product packaging, please ensure that it is recycled

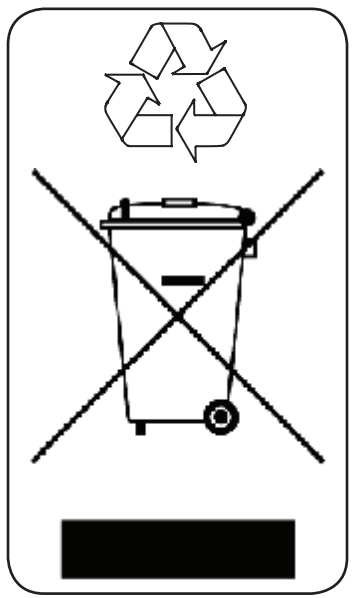
This will reduce the demand for virgin wood pulp, whilst diverting material that would otherwise end up in landfill.

Set-top Box Recycling - Do not dispose of this product with your domestic rubbish

At the end of its useful life, this product contains materials which when processed correctly can be recovered and recycled. By participating in the responsible recycling of this product you will be reducing the requirement for new raw materials and reducing the amount of material that would otherwise end up in landfill.

When you obtain a new, similar product your retailer/service provider may offer to take this old one off you. Alternatively, you can take it to your local recycling centre. Your retailer or local municipal authority will advise you of the collection facilities available for waste electronic products in your area. Use of this service will be free to you.

For more information about Pace's environmental policy go to: http://www.pacemicro.com/corporate/about/index.asp and select **Environmental Policy** from the right-hand menu.



GETTING THE SUPPORT YOU NEED

You can get help on using Sky digital from various places.

- Use this booklet as your full guide to using your Sky box and getting the most out of its exclusive features. The troubleshooting tips in the next pages may come in handy if you have any problems.
- For onscreen tips, go to the Sky Welcome Channel on 998 or the Sky Customer Channel on 999.
- You can get interactive technical help under *Interactive* > *Sky Customer Service* > *Technical Assistance*.
- Press **Help** on your remote control for general help on using the Sky Guide screens.
- For online help, go to the Customer Support pages of www.sky.com.
- Don't forget the user guides that come with your TV, video/DVD recorder, sound system and any other accessories you're using.
- If you need to talk to someone, contact your dealer or broadcaster.

Telephone numbers

You can find Sky and other broadcasters' phone numbers under *Services* > *Telephone Numbers*.

Call Sky if the problem is related to Sky or Sky features.

Before you call, you need your system's details which are found under *Services* > *System Setup* > *System Details*.

sky guide 10.05pm Tue 23 Jul
TELEPHONE NUMBERS
Prime TV 0870 8488 685
Pub Channel 08702 404030
QVC 0800514131
Red Hot 08708 446 969
S4C (Welsh Language Channel) 0870 600 4141
Setanta Sport 08702 404040
Sky 08702 404040
Sky Active 0870 606 6663
Sky+ 08705 800800
Sony TV Asia 08700 766 9248
Page Up
Page Down
Press BACK UP to return

Troubleshooting

Read these troubleshooting tips if you come across any problems using your Sky box. If you still have problems, make sure you have followed the main chapters in this guide carefully.
If you have any problems with your Sky box that aren't covered in this guide or the other references, call Sky or your broadcaster.

What's wrong?	Possible reason	What to do now
My Sky remote control isn't working.	Your Sky box may be off or not plugged into the mains. The batteries in your remote control may be flat or something may be between your remote control and your Sky box.	Make sure you point your Sky remote control directly at your Sky box, and that nothing is between the two. The remote command light on your Sky box and on your Sky remote control should flash each time you press a remote control key. If neither light flashes, check the batteries in your remote control.
I've forgotten my PIN.	-	Call your broadcaster to have your PIN reset.
Nothing is happening onscreen.	-	Make sure the mains lead is properly plugged in and your Sky box is switched on. Press **Sky** on your Sky remote to control your Sky box.
My Sky remote control works with my TV but not with my Sky box.	Someone has pressed **tv** on your Sky remote control.	Press **Sky** on your Sky remote to control your Sky box.
Some or all of the keys on my Sky remote control don't work with my TV.	Someone has pressed **Sky** on your Sky remote control or you need to reset your remote control.	Press **tv** on your Sky remote to control your TV. Refer to **Your Sky remote control** in this guide to reset your remote.
I can't find a channel I have previously watched.	The channel may only broadcast for part of the day.	Check the *TV Guide* listings to see when the channel is available.

What's wrong?	Possible reason	What to do now
There's onscreen interference.	Your TV or video recorder may not be correctly tuned.	Check that your TV and video recorder are correctly tuned to your Sky box. For further information, refer to your TV and video recorder user guides. In some cases your Sky box may need retuning. Call Sky Customer Service for further advice.

Display messages

Read these tips if you see a message onscreen and you don't know what to do next.

Message	What does it mean?	What to do now
Insert your viewing card	There's no viewing card in the viewing card slot of your Sky box.	Insert or reinsert your viewing card. The card holds all the information your Sky box needs to know about your subscription.
There is a problem with your viewing card	Your Sky box cannot recognise your viewing card.	Check that it's your viewing card, that it's in the right way up, and that it's not damaged.
Insert your new viewing card	You have inserted your old viewing card.	Remove your old viewing card and insert your new viewing card.
This viewing card is not authorised	Your viewing card is not authorised.	Call the telephone number shown on your screen to get your viewing card authorised.
This is the wrong card for this Sky box. Insert the correct viewing card	You have more than one box and have put the wrong viewing card in this Sky box.	Insert the correct viewing card for this Sky box.

Message	What does it mean?	What to do now
You cannot purchase this programme at the moment	Because of a temporary problem, you can't buy this programme now.	You may be able to buy it later.
This programme has already started	The programme has already started and you can't buy it now.	Check the listings to find out when it's next on so you can buy it then.
The Personal Planner is full *You must delete an entry before another programme can be added.*	You already have the maximum number of programmes in your Personal Planner.	Try to delete some programmes from the planner. Highlight the programmes you want to delete from your Personal Planner and press the **yellow** (*Delete*) key.
There is insufficient credit left on your viewing card, or *There is insufficient space left on your viewing card*	There's not enough credit left on your viewing card account to buy this programme, or There's not enough space on your viewing card to store the information for this programme.	First check that the telephone lead between your Sky box and the socket is properly plugged in. If you still see the message, call the number shown on your screen so you can order this programme.
You have entered your PIN incorrectly three times *PIN is now blocked for 10 minutes*	The wrong PIN has been entered three times in a row.	You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, call your broadcaster.
No satellite signal is being received	Your Sky box is not receiving a satellite signal.	Check that the cables from your satellite dish are correctly plugged into the back of your Sky box.
To use the full range of interactive services please ensure that an operating telephone line is connected	Your Sky box is not connected to an operating telephone line.	Check that the telephone lead between your Sky box and the socket is properly plugged in.

Message	What does it mean?	What to do now
No signal found	Your Sky box couldn't find a signal after you asked it to find new channels.	Check the settings you entered were right.
This programme is no longer available	You selected a programme that is no longer available in your Personal Planner.	Select another programme.
System fault.	There was an unexpected error with your Sky box during system setup.	Call Sky Customer Service.
Housekeeping *Please wait*	Your Sky box is trying to resolve a system fault.	Wait for your Sky box to resolve the problem; if it is not resolved call Sky Customer Service.
The batteries in this remote control are low. Please replace within the next few days (or you see a battery symbol in the Search & Scan banner*)*	The batteries in the remote control need to be changed.	Change the batteries in your remote control as soon as possible.
Channel not available	You have entered the wrong channel number. If it's an adult channel it may have been removed by parental control settings.	Select a different channel or turn off the *Remove Adult Channels* setting in the *Parental Control* screens.

SPECIFICATIONS

These specifications may change without notice. Sky may not be held responsible for discrepancies.

GENERAL

Operating voltage:	230V AC +/- 15%; ~0.3A; 50Hz
Power consumption:	30 W max.
Weight:	3.26 kg packed, including accessories
Dimensions (w x h x d):	330 mm x 70 mm x 278 mm (not incl. connectors)
UHF modulator:	CCIR PAL System I; Ch 21 to 69 (factory setting is 68)
Operating temp. range:	0° C to +50° C
Storage temp. range:	-20° C to +60° C

CONNECTORS

MAINS INPUT:	IEC 60320 C8 2-pin reversible
DISH INPUT:	IEC 169-24 female F-type
TV SCART:	SCART (composite video out; RGB out)
VCR SCART:	SCART (composite video in/out; RGB in)
TELEPHONE LINE:	RJ-11
AERIAL IN:	IEC 169-2 female
RF OUT - 1:	IEC 169-2 male
RF OUT - 2:	IEC 169-2 male
AUDIO OUT (L and R):	Phono (RCA pin jacks)
DIGITAL INTERFACE:	General-purpose interface for future plug-in modules
RS-232:	DB-9 female, data communications equipment (DCE) EIA/TIA-232-E ITU-TV.28 115.2 kbit/s (max.)

CE

The product complies with the following European Council Directives:
- 73/23/EEC (the Low Voltage Directive) as amended
- 89/336/EEC (the EMC Directive) as amended
- 1999/5/EC (the R&TTE Directive) as amended.

If you connect earthed equipment to the RS-232 port, you must use an approved screened cable.

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